

User Interface Help Guide

Mapping

The **Mapping** Page provides a quick way to see vehicles on a map, and determine the distance from each vehicle to an address to determine which is the most efficient vehicle to dispatch.

On the right side of the page is a Map showing vehicles. It is possible to zoom, pan, change to satellite view, and use Streetview just like any Google Map. In addition, clicking on the map will show the option to add a Zone at that location. Click on the option to get a popup dialog to outline a Zone. The **Map** button provides a way to show or hide map elements. The **Resize Map** button will zoom the the correct level to show all the listed Vehicles. The Printer Icon allows the map to be printed.

On the left side of the page is a listing of Vehicles and current vehicle status. Additional columns can be shown or hidden by clicking on the Visibility Icon (picture of an eye)



and using the checkboxes. Entering text in the **Search** box will filter the list of Vehicles shown. To determine the distance from each vehicle shown to an address, enter the address into the **Dispatch Address** box and click "**Go!**".

Clicking on a Vehicle in the listing brings up an Action Menu that provides a choice of actions:

Center on Map - pans the map to show the selected vehicle in the center and zooms in to show local detail

Edit - permits the parameters of the vehicle to be edited

Trips - produces a list of trips the vehicle has taken. From the list, trips can be selected and the trip route history will be displayed on the map


Dispatch to - will send a Google Maps link of the Dispatch address to the email address associated with the Driver of the vehicle

Vehicle Status operating status of the tracking device



Uninstalled: the device has not communicated since it was placed in this account. Once a device powers up, connects to the network, and reports its location, it will no longer be in Uninstalled status and will change automatically to either moving or stopped. **Note:** *If installations are being done in a weak cellular environment (poor coverage area or in a garage) it may take a little longer for the first*

cellular connection. Taking the vehicle for a short drive will usually correct this situation.

 8.9 mins/24 mph


Moving: the vehicle is currently moving and the ignition is on

 2.0 hrs

Stopped: the vehicle is not currently moving and the ignition is off

 19.4 mins

Idle : the vehicle is running but not moving

 22.0 days


Off-line: the device is not communicating when expected. If a vehicle was Moving but hasn't communicated in 60 minutes, then it is considered to be Off-line. If a vehicle is stopped but hasn't communicated its regular Heartbeat messages in 24 hours, then is it Off-line.

Note: There are 2 reasons for offline status to occur. 1) Loss of cellular coverage or 2) Loss of power to the device

Devices also show a lightning bolt icon if they are experiencing unexpected conditions. Moving your mouse over the icon will explain the condition:

 Poor GPS 5.5 hrs

Poor GPS Signal - The GPS signal is weak. This condition may occur when the vehicle is parked under cover, or if the satellite signal to the device is blocked by metal in the vehicle. **Note:** Poor GPS is not necessarily a problem but in most cases is simply an indication that the signal is weak in that location and could be a reason for the vehicle location on the map not to be accurate. eg) vehicle is in an underground parking garage.

 Intermittent Power

Intermittent Power - the device has seen at least 2 power interruptions in the past 24 hours. This may be caused by an unreliable wire connection.

Dashboard

The **Dashboard** Page provides a way to quickly see the charted behavior of a fleet of vehicles or group of drivers.

There are 5 dashboards that can be used. The Home dashboard is initially filled with a number of default charts. The action buttons above the charts permit charts to be added, dashboards to be renamed, the Help page (this page) to be displayed, and permit the user to select between the dashboards.

Each chart can be moved or resized using the cursor. Charts can be edited using the pencil icon, or deleted using the trashcan icon.

Reports

Get Reports Now

To generate reports Manually, select all the desired parameters from the menu on the left.

- Report data is currently available for 24 months.
- Report Period Limitations – we allow the majority of reports to be run for 3 months per report. So depending on the dates required, you will need to run the reports in 3 month increments.
- Location History Report – due to the sheer amount of data that our 1 minute + turns generates in location data, this report can be only run for a single vehicle for a period of 1 month per report.

There is a pulldown menu that has many different kinds of reports. Select whether the report is to be organized by vehicle or by driver, then select the appropriate Group of vehicles or drivers for the report. Select the **Start** and **Stop** dates for the information. Both full days will be included in the report contents.

Reports by Time Period are also possible, just select the **Start** and **End** Time. Please note if multiple Dates are also selected, then your report data will **Start** at the time selected on the **Start** day and your data will **End** at the **End** time on the **End** date that you selected.

The **Get Report Now** button will generate a report in the main part of the page. A **PDF** report can be generated, which is suitable for printing or emailing. A **CSV** report can be used in a Spreadsheet.

Best Practices is to setup **Auto Reports** for those key reports that you want to archive. Click on **Auto Reports** and view the help button in that section to learn more. Also, if an EVENT occurs with either an employee, vehicle or customer, the best practice is to run all the needed Reports & capture any Mapping data from that vehicle and archive it immediately. This way you have all the data you need, archived and documented while the facts of the situation are fresh in your mind.

Automated Reports

Automated Reports can be set up to email selected reports daily, weekly, or monthly. This page lists all current Automated Reports, which can be edited (pencil) or deleted (trashcan). The list of reports can be **Exported**.

To create a new automated report, click the "+" icon and fillout the dialog box that pops up. From the drop down list, select the report to be generated. Enter the email address to which the report should be sent, and select the desired parameters for the report. To generate a report immediately, select the "**Get Report Now**" button.

Data/Admin

Vehicles

The Vehicles tab lists Vehicles in the account and shows the parameters associated with them, as well as their current status.

All of the vehicles in the account are listed with the following information beside each vehicle (note that categories may be temporarily turned off by unchecking them after clicking on the visibility icon ("eye" button)).

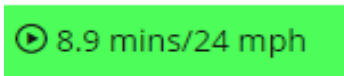


Vehicle: the assigned name for the device/vehicle, defaults to serial number of tracking unit

Status: operating status of the tracking device



Uninstalled: the device has not communicated since it was placed in this account. Once a device powers up, connects to the network, and reports its location, it will no longer be in Uninstalled status and will change automatically to either moving or stopped. **Note:** *If installations are being done in a weak cellular environment (poor coverage area or in a garage) it may take a little longer for the first cellular connection. Taking the vehicle for a short drive will usually correct this situation.*




Moving: the vehicle is currently moving and the ignition is on



Stopped: the vehicle is not currently moving and the ignition is off



Idle : the vehicle is running but not moving

 22.0 days


Off-line: the device is not communicating when expected. If a vehicle was Moving but hasn't communicated in 15 minutes, then it is considered to be Off-line. If a vehicle is stopped but hasn't communicated its regular Heartbeat messages in 2 hours, then it is Off-line.

Note: There are 2 reasons for offline status to occur. 1) Loss of cellular coverage or 2) Loss of power to the device

Devices also show a lightning bolt icon if they are experiencing unexpected conditions. Moving your mouse over the icon will explain the condition:

 Poor GPS 5.5 hrs

Poor GPS Signal - The GPS signal is weak. This condition may occur when the vehicle is parked under cover, or if the satellite signal to the device is blocked by metal in the vehicle. **Note:** Poor GPS is not necessarily a problem but in most cases is simply an indication that the signal is weak in that location and could be a reason for the vehicle location on the map not to be accurate. eg) vehicle is in an underground parking garage.

 Intermittent Power

Intermittent Power - the device has seen at least 2 power interruptions in the past 24 hours. This may be caused by an unreliable wire connection.

Fleet: the assigned name for the group that devices/vehicles may be categorized under

Serial: the serial number of the tracking device in the vehicle

Model: the model of the tracking device

VIN: the vehicle VIN may be entered

Plate: the vehicle license plate may be entered

Icon: a standard vehicle icon may be chosen for placement on the map, or a photo may be uploaded using the mobile device or PC application

Address: the most recent location from the device

Notes: any notes regarding the vehicle may be added

Driver: shows the driver currently assigned to the vehicle



Most Recent Vehicle Location (Globe Icon)

1. Click on the globe icon of the selected vehicle and the most recent location of that vehicle will appear. Note: The most recently recorded successful vehicle location shows up on the map.
2. Click on the vehicle icon on the map to get the status, status duration and location.
3. To toggle between normal map view and satellite view, click "Map" or "Satellite" located on the upper right hand corner of the map. In normal map view, click the Terrain checkbox to toggle terrain on and off. In satellite view, click the Label checkbox to toggle map labels on and off.



Editing Device/Vehicle Account Details

By clicking any one checkbox to the left of a listed device/vehicle, you may edit/add any associated information. Once you have clicked on the checkbox, the Edit button will turn from grey to black indicating that you may edit. Click on the Edit button to start editing. Note that if you have accidentally clicked on two or more check boxes, the Edit button will appear as grey and not be functional.

Drivers

In the **Drivers** tab, drivers can be added, edited, assigned to Vehicles, and deleted.

When adding or editing drivers, a name, email address, notes, and an icon can be assigned. The icon is a picture, which can be uploaded from a computer file, or taken with a mobile device. The email address can be used by the system to send **Dispatch** map links to drivers.

Alert History

The **Alert History** tab provides a listing of alerts that have been generated, by selected week. Alerts can be exported or mapped. It is possible to select a specific vehicle as well.

The **Search** box provides a way to filter alerts using all or part of a search word or term.

Groups

Fleets are groups of Vehicles. The grouping reason may vary with industry and company.

In the Fleets tab, Fleets can be created, edited and deleted. To assign vehicles to fleets, the Vehicles tab is used. Zones can also be assigned to specific Fleets if desired.

Users

The **User** tab is where users of the interface are created and managed.

The "+" icon is used to create a new user. When creating a new user, the **Name**, **Login**, **Email** address, and **Password** are entered. A checkbox selects whether the user is a "**Master User**" and can create and edit other users, and view **User History**. **Units** and **Timezone** can be selected and comments entered in the **Notes** box.

The scope of a user can be restricted by assigning them to a **Fleet**. If "**All Fleets**" is the selection, the user will have visibility to all vehicles, including those not assigned to any fleet.

User History

The **User History** lists a record of actions taken by users in a selected week. The list can be sorted by any column, and can be filtered using the **Search** box. All or part of the list can be exported into a CSV file for use in spreadsheets.

Any time a Vehicle, Fleet, Driver, User, or Alert is created, modified, or deleted, a record is added to the User History.

Trips

The **Trips** section is where you access details regarding vehicle's detailed tracking history. The information is based on the "trip." A trip starts with Ignition ON and ends with Ignition OFF. During the trip, location data and key event data is also available. We provide you with the visibility of your vehicles' detailed tracking information in trips, locations and key events. You have the ability to see the information in both GRID (table) and MAP form in color coded detail.

Definitions:

- Tracking Interval
 - Vehicle Trackers (also known as continuous trackers) - Our vehicle trackers will report the vehicle information at 1 minute intervals + turns (any time the vehicle's heading changes more than 20 degrees, the unit will send in another location reading. It is common in Cities & developments to get 3-5 readings per minute if the vehicle is making a lot of turns.
- Trip - a trip is from an ignition ON to an Ignition OFF.
- Location - a location is each reading that is taken in between an Ignition ON & OFF (i.e. every 1 minute + turns).
- Key Events - include the following:
 - Ignition ON & OFF
 - Driver Behavior/Acceleration alerts
 - Hard Left, Hard Right, Hard Braking, Hard Acceleration

- Idling Events - these are based on the idle alert that you setup under the alert tab (if you do not setup an idle alert, you will not see them on key events)
- Power Connected / Power Disconnected

Alerts

Recipients

The **Recipients** tab is where recipients of **Alerts** are created, modified, or deleted. When creating or modifying a recipient, the **Name** and **Email** address can be entered and **Units**, **Timezone**, and **Language** can be selected. The scope of alerts can be restricted by selecting a **Group** for the recipient. The time of day or week during which alerts will be generated to the recipient can be specified

The types of alerts that will be sent to the recipient can be selected with checkboxes in the "**Recipients**" dialog box when creating or modifying a recipient. Some alerts must also be defined using the tabs on the left. One or more alerts can be defined in these categories using the values chosen by the user.

To send alerts as text messages, set the recipient up as an email address using the format below respective to the carrier of the phone:

Verizon: phonenumber@vtext.com
AT&T: phonenumber@txt.att.net
Sprint: phonenumber@messaging.sprintpcs.com
T-Mobile: phonenumber@tmomail.net
Cricket: phonenumber@sms.mycricket.com
Boost: phonenumber@sms.myboostmobile.com
US Cellular: phonenumber@mms.uscc.net

The alert will arrive like a text, but in a secure fashion that isn't regarded as spam.

To ensure the reliability and security regarding the outgoing Alert emails/text's, when initially setting up the Recipient, we send out a "confirmation email/(or text)" that needs to be confirmed. It is critical that the email confirmation process is completed or your alert emails will not be sent

Stop Alerts

Stop alerts generate an alert message to recipients and an entry in Alert History when a stop lasting longer than the specified period is detected. One or more Stop alerts may be created.

Speed Alerts

Speed alerts generate an alert message to recipients and an entry in **Alerts History** when the specified speed is exceeded.

Landmarks

Landmarks can be created and edited and used as Landmarks or Geofences to generate alerts when a vehicle enters or exits a specified area.

Landmarks can be created by clicking on a point on a map in the Dispatch page, or selecting the "+" icon on the Landmarks tab. A dialog box permits the user to create and modify landmarks using points on a map. At least 3 points are required to define a landmark. In the dialog box, the landmark is named, and an icon can be assigned. Icons can be selected from a list of standard icons, or a picture file can be imported from a computer or taken with a mobile device. Zone alerts can be created on **Entry** or **Exit**, or both. Landmarks can be restricted to Fleets of vehicles, and time of day or week can be assigned.

If the popup map doesn't show the desired location, an address can be entered in the box above the map and **Center Map on Address** selected. Then the map will move to the specified address.

Idle Alerts

Idle alerts generate an alert message to recipients and an entry in the **Alert History** when idling longer than the specified period is detected. One or more Idle alerts may be created.

Input Alerts

Input Alerts are generated when an accessory or sensor connected to an input on the device changes status. Status changes are detected by input voltages going "high" or "low".

Low Battery Alerts

Low Battery alerts generate an alert message to recipients and an entry in **Alert History** when the battery voltage remains below the specified threshold for at least 10 hours. One or more Low Battery alerts may be created.

Maintenance Alerts

Maintenance alerts generate an alert message to recipients and an entry in Alert History when a specified time has passed or a vehicle has traveled a specified distance. One or more Maintenance alerts may be created. When creating or modifying a maintenance alert, the user can select whether to use time or distance as the criteria, when, and how often to generate the alert as a reminder.

After Hour Alerts

After Hours alerts generate an alert message to recipients and an entry in Alert History when a vehicle is used during specified times. One or more alerts may be created.

Comm Alerts

Comm alerts generate an alert message to recipients and an entry in the **Alert History** when it has been longer than the specified period since a device has been in communications. One or more alerts may be created.

GPS Alerts

GPS alerts generate an alert message to recipients and an entry in the **Alert History** when it has been longer than the specified period since a device has had a good GPS fix. One or more alerts may be created for this.